



Strategies for Getting Buy-in from the Care Team, Patients, and Partners on Clinical-Community Linkages

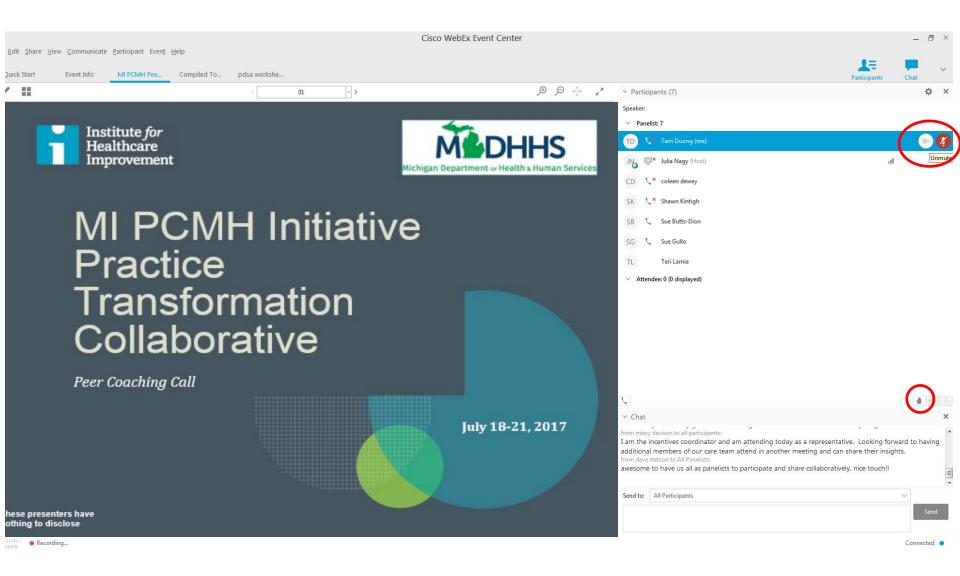
Peer Coaching Call

September 19, 2017

Peer Coaching Calls (See website)

- Tuesday, September 19, 2017
 - Strategies for Getting Buy-in from the Care Team, Patients, and Partners on Clinical-Community Linkages
- Wednesday, September 20, 2017
 - Strategies for Strengthening Relationships with Existing Partners and for Identifying and Exploring New Ones
- Thursday, September 28, 2017
 - Using Data to Inform Improvement of Clinical-Community Linkages
- Friday, September 29, 2017
 - Time reserved for unique Physician Organization Topics







Peer Coaching Call/Webinar Aims

- Share successes
- Share challenges
- Share learning
- Get support from others
- Hear new ideas
- Share documents, products, or develop together (can facilitate this if know in advance!)
- Time and space dedicated to you!





Welcome

Your Role

- Attend with a spirit of transparency, curiosity and willingness to share
- Feel free to "vote with your feet" if the dialogue that others engage in is not helpful to you—register for another one because the conversations will likely be very different on each!



Agenda

Strategies for Getting Buy-in on Clinical-Community Linkages



A Team-definition

"A team is a group of people working together to achieve a common purpose for which they hold themselves mutually accountable."



Team Time- Reflections



- Describe your team
- What is the "work"?
- Do you have representation from all stakeholders involved in the process you are trying to improve? Strategies for getting buy in on CCL's



Attributes of Highly-effective Teams

- The purpose and objectives of the team are clear.
- The roles of team members are clear.
- A climate exists that seeks and supports participation of all team members.
- A climate exists that supports problem solving and learning.
- Decision making processes are clear.



Strategies for Getting Buy-in from the Care Team

What works well?

What do you need help with?



Strategies for Getting Buy-in from the Patient and Family

What works well?

What do you need help with?



Strategies for Getting Buy-in for CCL

What CCLs can be defined as good partners?

What works well?

What do you need help with?



Key Learnings & Discussion

- Data key
- Leadership

"The questionnaire is what I have been waiting for in my 27 years of practice""

Dr. Ramona Wallace

- Had buy-in and capacity to "go big" and continue to "test and tweak" as we go along (PDSA ☺)
- Scripting the conversation with patients ("Here's what we can do.")
- Relationships & Linkages (e.g., transportation, United Way, My Bridges, Healthify, community gardens, food literacy, Dental Coach)
- Engaging Care Managers
- Engaging the Patient
- And more!!



Thank You!



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